![DTS - Department of Technology Services logo]

State of Utah   **Product Description**

Product Number: 4205.07.15

DABC I.T. DISASTER RECOVERY PLAN

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The Department of Alcoholic Beverage Control requires an I.T. disaster recovery plan to encompass all critical applications, automated warehouse operations, and commercial liquor store operations. The plan previously implemented through a sole source contract with SunGard Availability Services, is being migrated into the state-wide Living Disaster Recovery Planning System (LDRPS) to support and compliment the DABC's Continuity Planning program. The Disaster Recovery Plan provides a point-in-time evaluation of all critical systems, their configurations and dependencies, and specific fail-over and recovery procedures to ensure the continuity of business operations in the event of a disaster. This plan is administered and maintained by DTS field office staff in all technology disciplines.

DTS Staff identified in the DR Plan (for hosting, network, security etc.) who are not located at the DABC must maintain their knowledge of the DABC Business, Systems, and Recovery Plan procedures in order to participate effectively in any update, exercise or execution of the DABC Disaster Recovery Plan.

The hours of support required for the Disaster Recovery Plan are listed below.

Application	Support Hours	Days of Week
DR Plan	Plan is always ready	Monday - Friday

Product Features and Descriptions	

Feature	Description
Disaster Recovery Plan	Formal DR Plan document in physical and electronic form which details all critical systems, their configurations and dependencies, and specific fail-over and recovery procedures.

Plan Maintenance	Annual review and update of the plan to ensure that system replacements and enhancements are included and adequately documented.
Plan Testing	With the assistance of the DABC, and at a time that is convenient to the Agency, the DR Plan Custodian will plan and execute at least one operational test annually. This test may exercise the entire plan or focus on a specific component, business function or unit. The test will result in a Corrective Action Plan to address any shortcomings that are revealed. Subsequent remediation of deficiencies will be performed within 3 months of the date of the Corrective Action Plan.
Availability	The disaster recovery plan must be available to key DR participants at all times. Key development and technical support personnel carry copies of the plan on secure thumb drives or encrypted laptops and agency approved Disaster Kits in their personal vehicles. The existing plan is being migrated into the State Living Disaster Recovery Planning System (LDRPS) where it should be available to all DR participants. These same personnel must be available to participate in plan modifications and exercises.
Plan modification and/or execution.	Development and Technical Support personnel must be available to participate in plan modifications, exercises, and executions.

Features Not Included

Feature	Explanation

Rates and Billing

Feature	Description	Base Rate
Plan Ownership	Custodianship, maintenance, and dissemination of the plan to all users.	The DABC on-site DBA performs this function within established rates (consuming up to 2 hrs per month (@ $74.00/hr)
Liaison & Maintenance	Direct liaison with the LDRPS and/or State Emergency Management Personnel, scheduling updates, and coordination of Agency/DTS staff participating in update tasks. Direct liaison with the DABC DR team to incorporate the IT DR Plan into the DABC Business Continuity Plan.	Within established rates, the DABC on-site DBA performs this function consuming approximately 6 hours per month (@ $74.00/hr) DTS Technical Support and Development Staff assist as required within established rates.

Plan Testing	Coordination of annual tests, creation of Corrective Action Report and oversight of remediation actions.	The DABC on-site DBA performs this function within established rates.
Plan Test Personnel	Participation as necessary by all on-site or remote DTS personnel to support "real world" test scenarios and actual plan execution in the event of an emergency.	DTS Technical Support and Development Staff as required, within established rates where the annual test takes no more than four hours.

Ordering and Provisioning

The services provided in delivery of this product fall within those activities covered by established rates.

DTS Responsibilities

1. Coordinate DABC DR plan activities and update/remediation activities
2. Maintenance of the Disaster Recovery Plan in LDRPS and Thumb-drive form.
3. Coordination of the annual test and subsequent remediation actions.
4. Inclusion of the DR plan as a line item on the DABC I.T. budget.
5. Assisting DABC as necessary with their Continuity of Operations Plan
6. Ensure the reliability and availability of the stand-by server and databases to be used in the event of a disaster or outage affecting the primary production server.
7. Execution of the plan in the event of a disaster
8. The DABC on-site DBA coordinates this plan with appropriate liaison with the DTS Disaster Recovery Manager.

Agency Responsibilities

1. Support the purpose of the DR Plan, and the involvement of essential DABC staff.
2. Oversight and approval of projected and actual costs of the Plan in the DABC I.T. budget
3. Participation in plan updates, testing, evaluation and execution (if necessary).
4. Support for the execution of the plan in the event of a disaster.

DTS Service Levels and Metrics

1. The DABC DR Plan will be administered and supported as detailed above.
2. The DABC on-site DBA will coordinate the completion of the post-test Corrective Action Plan items within 3 months of the CAP issue date.